

JOB DESCRIPTION	
<b>Job title:</b> Supplier Performance and Management team manager	<b>Accountable to:</b> Head of Service Operations
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £44,708-£52,439	<b>Grade:</b> 6
<b>Service:</b> IT Services	<b>Location:</b> Elephant & Castle
<p><b>What is IT Services</b></p> <p>Provides IT infrastructure and services to the University alongside project delivery.</p>	
<p><b>What is the purpose of the role?</b></p> <p>The postholder's main objectives are to:</p> <ul style="list-style-type: none"> <li>• Manage University central IT purchasing and contracts, ensuring legal and contractual compliance.</li> <li>• Manage vendor relationships and contracts and be the IT services lead on procurement and Finance.</li> <li>• Take ownership of key software, hardware supply and managed print service contracts.</li> </ul> <p>Working with Procurement, Projects &amp; Programmes team, Finance and College teams.</p>	
<p><b>Duties and Responsibilities</b></p> <p><i>Contract management</i></p> <ul style="list-style-type: none"> <li>• Ensure legal compliance with the terms of University software license agreements including conducting audit and discovery exercises.</li> <li>• Ownership of the IT catalogue budget which includes all the major contracts across the IT Services department and the major University hardware and software suppliers.</li> <li>• Provision of expert advice in sourcing, selecting and managing suppliers of IT products.</li> <li>• Managing supplier performance to ensure the University achieves best value for money.</li> <li>• To select, implement, manage and monitor license reporting systems to ensure the University complies with its contractual obligations to software vendors.</li> <li>• Lead on tendering process for computer hardware provision contracts on behalf of the University including acting as procurement lead in assessing and appointing suppliers, reviewing performance and ensuring standards of work and accreditation are met.</li> <li>• Management of the Managed Print Service including acting as procurement lead on behalf of the University.</li> <li>• Develop a supplier relationship management process for information technology and be the conduit for new tender or supplier requirements.</li> <li>• Lead the continual review and improvement of the information technology procurement process by liaising with internal customers on supplier performance and holding suppliers to account.</li> <li>• Gather market and current performance intelligence within the area of information technology and work with technical teams to agree procurement process and best practice when selecting new products.</li> <li>• Support and help implement University wide agreements for the procurement of</li> </ul>	

information technology.

- Actively support any procurement related projects that involve information technology.
- Oversee the placement of orders with suppliers, including orders for information technology equipment, services or other items needed by the University.

#### Relationship management

- To establish and develop a range of internal and external networks and contacts to facilitate information exchange and best practice in the field of IT contracts and procurement.
- To build relationships with key suppliers and collaboration with College Technical teams.

#### Team management

- Manage a small team handling contracts, purchasing, the managed print service and device refresh scheme.
- Work closely with UAL procurement team and ITS Projects & Programmes to support new projects, procurements and contracts.

In addition the post holder will be expected to:

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.

#### **General**

- Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

**438Key Working Relationships**

- IT Services Directorate
- University Procurement team
- Service Management Teams
- Strategy and Architecture Teams
- Portfolio Management Teams
- Finance Department Teams
- Strategic third party suppliers e.g. XMA, Apogee and Microsoft
- College technical and finance teams

**Specific Management Responsibilities**

Budgets: IT Catalogue management budget, IT Services contracts, University software and hardware contracts.

Staff: Four permanent staff

Other (e.g. accommodation; equipment): Consumables and IT department hardware and supplies

Last updated: 18/05/2018

**PERSON SPECIFICATION**

Specialist Knowledge/Qualifications	<ol style="list-style-type: none"> <li>1) A degree or equivalent in a related subject area or relevant experience.</li> <li>2) ITIL Foundation certification desirable.</li> </ol>
Relevant Experience	<ol style="list-style-type: none"> <li>3) Demonstrable record of experience and achievement in: <ul style="list-style-type: none"> <li>• Management of IT Procurement function and processes.</li> <li>• Supplier management – contracts and service levels, relationship management.</li> <li>• Asset tracking, including end to end lifecycle.</li> <li>• Contract agreements and negotiations.</li> <li>• Software licensing, tracking and administration</li> <li>• Identification &amp; management of external suppliers to ensure efficient delivery of goods and services.</li> <li>• Negotiation of contracts and SLAs and monitoring/management thereof.</li> </ul> </li> </ol>
Communication Skills	<ol style="list-style-type: none"> <li>4) Able to communicate clearly and persuasively, explaining complicated matters simply, tailoring delivery methods/media to suit the audience’s needs and understanding.</li> <li>5) Able to present compelling arguments to influence and negotiate satisfactory outcomes.</li> </ol>
Leadership and Management	<ol style="list-style-type: none"> <li>6) Demonstrable experience of staff management, including setting objectives and monitoring performance.</li> <li>7) Able to clarify, plan and prioritise own work and that of the team, to achieve objectives to the standards expected.</li> </ol>
Professional Practice	<ol style="list-style-type: none"> <li>8) Uses appropriate levels of IT skills to enable best use of available information and communications as necessary for the post.</li> <li>9) Ability to lead and develop internal networks around IT procurement, actively seeking to build productive and enduring relationships between teams to strengthen working relationships and foster collaboration.</li> </ol>
Planning and Managing Resources	<ol style="list-style-type: none"> <li>10) Experience of managing time and resources effectively, continually reviewing progress to improve efficiency and to ensure that work of self and others is completed in line with team/individual objectives and within budget.</li> </ol>

Teamwork	11) Able to ensure that all team members understand what is expected of them, delegating work fairly and according to ability, monitoring progress through appraisal/probation and dealing any performance issues according to University procedures.
Creativity, Innovation and Problem Solving	<p>12) Able to consider wider impact of decisions, assess possible outcomes and challenge appropriately to ensure processes are robust.</p> <p>13) Able to analyse problems to identify their root cause. Propose solutions considering a range of options to identify those which offer greatest benefits.</p> <p>14) Able to carry out investigations into complex or sensitive issues, producing reports that identify key issues and findings.</p>

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: May 2018